

MCS 314 - The Commissioner and the Professional

Six Major Tasks for Volunteer Success

- 1) **Define Responsibilities**—Concise role descriptions in writing; Volunteers must know what is expected for them to be successful. Carefully define, in writing, the responsibilities for each position.
- 2) **Select and Recruit**—Fit the right person to the job. Consider each prospect's skills, interests, and other relevant factors. Consider the variety of motivating factors for people getting involved in Scouting. Use all the prescribed steps in recruiting district volunteers and use the recruiting resources of the BSA.
- 3) **Orient and Develop**—Provide each person with prompt orientation on the individual assignment and with adequate training to be successful.
- 4) **Coach Volunteers**—Provide ongoing coaching as needed. Build a volunteer's confidence and self-esteem. Help conserve a volunteer's time. Coaching should be provided by the appropriate committee chair or professional.
- 5) **Recognize Achievement**—Prompt volunteer recognition has an important impact on the tenure and quality of service in the district. Recognition must be sincere, timely, and earned. Use the great variety of formal BSA recognition items, but also be creative with frequent locally devised thank-you. Even more effective may be the personal "pat on the back" for a job well done. Recognize volunteers on a face-to-face basis, from a person of status, and preferably in front of the volunteer's peers.
- 6) **Evaluate Performance**—Help district volunteers regularly evaluate how they're doing by using the "**Continuous Improvement**" section of position-specific self-assessment forms found at: <https://www.scouting.org/commissioners/manuals/>
More information may be found in *Selecting District People* workbook: <https://filestore.scouting.org/filestore/mission/pdf/34512.pdf>

Take Home Action Plan

Throughout this session, we have been discussing the roles of both the Commissioner and Professional, identifying tips for forming meaningful relationships with each other, and summarizing those concepts.

Make a personal action plan of what two or three things you will do when you return to your district or council.

What can I do to create a better relationship with my professional counterpart?

What suggestions can I make to my professional to help us have a better relationship?

I promise to put into practice that which I have learned today in this session.